



Hospitality Training

Job Title: Education & Career Specialist - Incumbent Worker Program
FLSA Status: Non-exempt/ Full-time
Supervisor: Incumbent Worker Services Program Manager
Date posted: September 17, 2025
Location: Hybrid (including in-person at our Training Centers)

Mission

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. We do this through a variety of services that include job-specific skills training programs and access to educational courses (ESOL, computers, skills certifications), all of which are supported by career and academic coaching. BEST's partnerships include UNITE HERE Local 26 (the hotel and restaurant workers' union), 40+ hospitality employers, government and private foundations, and community organizations.

At BEST we strive to create a diverse work culture that closely matches the diversity of those we serve. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.

Job Summary

In this job you will:

- Be assigned a teaching load within Incumbent Worker Services, determined in collaboration with the Incumbent Worker Services Leadership. Courses may include English as a Second Language, computer skills, U.S. Citizenship preparation, hotel-related skills training, and various workshops and seminars. Classes serve diverse adult learners seeking employment and/or skills development and may be delivered online or in person.
- Teach in-person industry-recognized certification classes as needed. BEST will train

and certify if you're not currently certified.

- Be responsible for administrative tasks related to the classes they lead and any skills or certification training.
- Provide job readiness services to clients, as needed.
- Work collaboratively with the team to prepare and implement lesson plans tailored to fit students' needs, increase the number of enrollments, and contribute to the ongoing development of our program-wide curriculum.
- Understand students' needs and document their progress through evaluations, attendance, and case logs.
- If needed, assist with BEST's volunteer program including volunteer recruitment, orientation, and matching tutoring pairs, and provide our volunteers with overall support.
- Lead events related to incumbent worker services (e.g., benefits fairs, information sessions) as needed.
- Refer clients to relevant resources, such as English and skills training classes, public benefits (e.g., SNAP), financial coaching services, and Local 26 benefits.

All BEST staff members:

- Support colleagues working in other programs. Lend a hand as needed.
- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- Develop strong working relationships with colleagues and external partners, and participate in meetings to foster these relationships.
- Communicate effectively with colleagues, clients, and partners.

Is this opportunity right for you? We are looking for people who:

- Demonstrate respect for and experience with bridging differences in language, culture, race, religion, citizenship, gender, and sexual orientation, and do not discriminate on the basis of income, immigration status, or disability.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Have strong organizational and multitasking skills with attention to detail.
- Have advanced English language skills, both spoken and written.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.
- Have teaching and/or tutoring experience

- Are able to work independently and collaboratively in a mission-driven environment.
- Are able to work in a hybrid work environment. Staff members are expected to attend in-person internal/external meetings and in-person classes and events, as required.

Bonus if you:

- Are certified in BEST Plus™, TiPS®, CPR/AED, and/or ServSafe®
- Have experience using a database
- Have experience in the hospitality industry and/or workforce development
- Speak a second language

Salary and Benefits

BEST offers competitive salaries and 100% employer-paid benefits. Benefits-eligible employees receive paid time off (vacation, personal, sick, and thirteen holidays) and a monthly cell phone allowance. Our benefits include healthcare, pension, Delta Dental, Davis Vision, an employee assistance plan, life insurance, short-term disability, accidental death and dismemberment insurance, legal services, and a first-time homebuyer loan. In addition, we offer a non-matching 401K plan managed through ADP. There is a waiting period before employees are eligible to access benefits. Salary range for this position is \$53,500 - \$58,890 annually.

Please send your resume and letter of interest to: GetInvolved@BESThtc.org. MA residency is required.

BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment. We are an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status, national origin/ethnicity, citizenship or immigration status, or any other protected characteristic as outlined by federal, state, or local laws.

The health and safety of our employees is a top priority, and the ability to work in a safe office environment goes hand in hand with that value.